

## SFY 2008 Performance Contract Reports/Data Requirements

Requirement	DMH/DD/SAS Report Contact	LME Action(s)	Schedule for Performance Contract Report	Availability and Location of Written Guidelines
Access to Care Reports (Emergent, Urgent, Routine)	Bonnie Morell, Best Practice & Community Innovations Team 3005 Mail Service Center Raleigh, NC 27699-3005 (919) 715-2774 Bonnie.Morell@ncmail.net	LME maintains a log for each request for service and submits a quarterly report showing the number of persons requesting services, the number that are determined to need emergent care, urgent care, routine care, and the number for which access is provided within the target time standard or the number for which a face-to-face service (assessment and/or treatment) is provided within the target time standard.	Quarterly - due the 20th of the month following the end of the quarter: 10/20; 1/20; 4/20; 7/20	Excel report template and instructions: Quarterly LME Access Report Form BP01 (January 2005) are on the DMH/DD/SAS website:  <a href="http://www.dhhs.state.nc.us/mhddsas/manuals/index.htm">http://www.dhhs.state.nc.us/mhddsas/manuals/index.htm</a>
Quality Improvement Process	Maria Fernandez, Quality Management Team 3004 Mail Service Center Raleigh, NC 27699-3004 (919) 733-0696 Maria.Fernandez@ncmail.net	LME uses its quality improvement (QI) process to improve the service delivery system and submits an annual QI report describing how it has used its QI process to address service delivery system issues in at least one of the following three areas: (a) building service capacity, (b) ensuring continuity of care, and/or (c) ensuring the use of evidence-based practices.  The LME's annual report shows it has undertaken the minimum number of QI projects and addressed the number of required elements for each project to meet the performance standard defined in the Performance Contract.	Annually - Fourth Quarter - July 20	<a href="http://www.dhhs.state.nc.us/mhddsas/manuals/index.htm">http://www.dhhs.state.nc.us/mhddsas/manuals/index.htm</a>
Incident Reporting	Candy Helms Quality Management Team 3004 Mail Service Center Raleigh, NC 27699-3004 (919) 733-0696 Candy.Helms@ncmail.net	Providers submit Level II and Level III incident reports to LME. LME analyzes incident data for patterns and trends and takes appropriate action to make needed system improvements per 10A NCAC 27G .0600 et al.  LME submits quarterly report summarizing Level II and Level III incidents, trends, system issues identified, actions, and outcomes.	Quarterly - due the 20th of the month following the end of the quarter: 10/20; 1/20; 4/20; 7/20	10A NCAC 27G .0600 et al are on the DMH/DD/SAS website:  <a href="http://www.dhhs.state.nc.us/mhddsas/manuals/ap/s/apsm30-1total7-04.pdf">http://www.dhhs.state.nc.us/mhddsas/manuals/ap/s/apsm30-1total7-04.pdf</a>  Level 2 and 3 Incidents Quarterly Report Form QM13 (January 2005) and instructions are on the DMH/DD/SAS website: <a href="http://www.dhhs.state.nc.us/mhddsas/performanceagreement/index.htm">http://www.dhhs.state.nc.us/mhddsas/performanceagreement/index.htm</a>
Quarterly Fiscal Monitoring Reports	Kent Woodson Budget and Finance Team 3013 Mail Service Center Raleigh, NC 27699-3013 (919) 733-7013 Kent.Woodson@ncmail.net	LME submits a quarterly fiscal monitoring report by the 20th of the month following the end of the quarter. Reports are accurate and complete and received by the due date.	Quarterly - due the 20th of the month following the end of the quarter	Quarterly fiscal monitoring report template is on the Controller's Office website:  <a href="http://www.dhhs.state.nc.us/control1/amh/amhaut.htm">http://www.dhhs.state.nc.us/control1/amh/amhaut.htm</a>
SAPTBG Compliance Report	Terrie Qadura, Quality Management Team 3004 Mail Service Center Raleigh, NC 27699-3004 (919) 733-0696 Terrie.Qadura@ncmail.net	LME submits a semi-annual SAPTBG Compliance Report by the 20th of the month following the end of the semi-annual period. Reports are accurate and complete, show at least 48 hours of Synar activity for the reporting period, and are received by the due date.	Semi-annually - due January 20th & July 20th	The SAPTBG Compliance Report and instructions are on the DMH/DD/SAS website:  <a href="http://www.dhhs.state.nc.us/mhddsas/performanceagreement-5A%20SAPTBG%20Compliance%20Report">http://www.dhhs.state.nc.us/mhddsas/performanceagreement-5A (SAPTBG Compliance Report)</a>
Substance Abuse/Juvenile Justice Initiative Quarterly Report	Antonio Coor, Justice Systems Innovations Team 3008 Mail Service Center Raleigh, NC 27699-3008 (919) 715-2771 Antonio.Coor@ncmail.net	LME submits a quarterly Substance Abuse/ Juvenile Justice Initiative Report by the 20th of the month following the end of the quarter. Reports are accurate and complete and are received by the due date.	Quarterly - due the 20th of the month following the end of the quarter: 10/20; 1/20; 4/20; 7/20	The Substance Abuse/ Juvenile Justice Initiative Report and instructions are on the DMH/DD/SAS website:  <a href="http://www.dhhs.state.nc.us/mhddsas/performanceagreement-7A">http://www.dhhs.state.nc.us/mhddsas/performanceagreement-7A (For Information only: Substance Abuse Juvenile Justice Monthly Report)</a>

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Work First Initiative Quarterly Reports	Starleen Scott Robbins Best Practice Team 3005 Mail Service Center Raleigh, NC 27699-3005 (919) 715-2774 Starleen.Scott-Robbins@ncmail.net	LME submits a quarterly Work First Initiative Report by the 20th of the month following the end of the quarter. Reports are accurate and complete and are received by the due date.	Quarterly - due the 20th of the month following the end of the quarter: 10/20; 1/20; 4/20; 7/20	Work First Initiative Report is on the DMH/DD/SAS website: <a href="http://www.dhhs.state.nc.us/mhddsas/performanceagreement-Work First/CPS/SA Reporting Form 12/07">http://www.dhhs.state.nc.us/mhddsas/performanceagreement-Work First/CPS/SA Reporting Form 12/07</a>
Client Data Warehouse (CDW) - Screening Record	Jeannette Barham, Information Systems Team 3019 Mail Service Center Raleigh, NC 27699-3019 (919) 733-4460 Jeannette.Barham@ncmail.net	LME collects and submits required Client Data Warehouse (CDW) record types by the 15th of each month (1 quarter lag time).	Quarterly - due the 20th of the month following the end of the quarter: 10/20; 1/20; 4/20; 7/20	APSM 70-1, CDW Reporting Requirements Manual (July 2004) and CDW Data Dictionary are on the DMH/DD/SAS website: <a href="http://www.dhhs.state.nc.us/mhddsas/manuals/index.htm">http://www.dhhs.state.nc.us/mhddsas/manuals/index.htm</a>
Client Data Warehouse (CDW) - Admissions	Jeannette Barham, Information Systems Team 3019 Mail Service Center Raleigh, NC 27699-3019 (919) 733-4460 Jeannette.Barham@ncmail.net	LME collects and submits required Client Data Warehouse (CDW) record types by the 15th of each month (1 quarter lag time).	Quarterly - due the 20th of the month following the end of the quarter: 10/20; 1/20; 4/20; 7/20	APSM 70-1, CDW Reporting Requirements Manual (July 2004) and CDW Data Dictionary are on the DMH/DD/SAS website: <a href="http://www.dhhs.state.nc.us/mhddsas/manuals/index.htm">http://www.dhhs.state.nc.us/mhddsas/manuals/index.htm</a>  Updates and changes were communicated to LMEs in DMH/DD/SAS memos 10/4/02, 4/9/03, 4/20/04, 1/20/05.
Client Data Warehouse (CDW) -ICD-9 Diagnosis	Jeannette Barham, Information Systems Team 3019 Mail Service Center Raleigh, NC 27699-3019 (919) 733-4460 Jeannette.Barham@ncmail.net	LME collects and submits required Client Data Warehouse (CDW) record types by the 15th of each month (1 quarter lag time). Data has been entered in all required fields.	Quarterly - due the 20th of the month following the end of the quarter: 10/20; 1/20; 4/20; 7/20	APSM 70-1, CDW Reporting Requirements Manual (July 2004) and CDW Data Dictionary are on the DMH/DD/SAS website: <a href="http://www.dhhs.state.nc.us/mhddsas/manuals/index.htm">http://www.dhhs.state.nc.us/mhddsas/manuals/index.htm</a>  Updates and changes were communicated to LMEs in DMH/DD/SAS memos 10/4/02, 4/9/03, 4/20/04, 1/20/05.
Client Data Warehouse (CDW) - Unknown Data	Jeannette Barham, Information Systems Team 3019 Mail Service Center Raleigh, NC 27699-3019 (919) 733-4460 Jeannette.Barham@ncmail.net	LME collects and submits required Client Data Warehouse (CDW) record types by the 15th of each month (1 quarter lag time). Required fields contain a value other than "unknown".	Quarterly - due the 20th of the month following the end of the quarter: 10/20; 1/20; 4/20; 7/20	APSM 70-1, CDW Reporting Requirements Manual (July 2004) and CDW Data Dictionary are on the DMH/DD/SAS website: <a href="http://www.dhhs.state.nc.us/mhddsas/manuals/index.htm">http://www.dhhs.state.nc.us/mhddsas/manuals/index.htm</a>  Updates and changes were communicated to LMEs in DMH/DD/SAS memos 10/4/02, 4/9/03, 4/20/04, 1/20/05.

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Client Data Warehouse (CDW) - Identifying and Demographic Records	Jeannette Barham, Information Systems Team 3019 Mail Service Center Raleigh, NC 27699-3019 (919) 733-4460 Jeannette.Barham@ncmail.net	LME collects and submits required Client Data Warehouse (CDW) record types by the 15th of each month (1 quarter lag time). Open clients who are enrolled in a target population and receive a billable service will have a completed identifying record (record type 10) and a completed demographic record (record type 11) in CDW within 30 days of the beginning date of service on the paid claims record.	Quarterly - due the 20th of the month following the end of the quarter: 10/20; 1/20; 4/20; 7/20	APSM 70-1, CDW Reporting Requirements Manual (July 2004) and CDW Data Dictionary are on the DMH/DD/SAS website:  <a href="http://www.dhhs.state.nc.us/mhddsas/manuals/index.htm">http://www.dhhs.state.nc.us/mhddsas/manuals/index.htm</a>  Updates and changes were communicated to LMEs in DMH/DD/SAS memos 10/4/02, 4/9/03, 4/20/04, 1/20/05.
Client Data Warehouse (CDW) - Drug of Choice	Jeannette Barham, Information Systems Team 3019 Mail Service Center Raleigh, NC 27699-3019 (919) 733-4460 Jeannette.Barham@ncmail.net	LME collects and submits required Client Data Warehouse (CDW) record types by the 15th of each month (1 quarter lag time). A drug of choice record (record type 17) is completed within 60 days of the beginning date of service for clients enrolled in any of the following target populations: ASDHH, ASCDR, ASCJO, ASDSS, ASDWI, ASHMT, ASWOM, CSSAD, CSWOM, CSCJO, CSDWI, CSMAJ.	Quarterly - due the 20th of the month following the end of the quarter: 10/20; 1/20; 4/20; 7/20	APSM 70-1, CDW Reporting Requirements Manual (July 2004) and CDW Data Dictionary are on the DMH/DD/SAS website:  <a href="http://www.dhhs.state.nc.us/mhddsas/manuals/index.htm">http://www.dhhs.state.nc.us/mhddsas/manuals/index.htm</a>  Updates and changes were communicated to LMEs in DMH/DD/SAS memos 10/4/02, 4/9/03, 4/20/04, 1/20/05.
Client Data Warehouse (CDW) - Episode Completion Record	Jeannette Barham, Information Systems Team 3019 Mail Service Center Raleigh, NC 27699-3019 (919) 733-4460 Jeannette.Barham@ncmail.net	LME collects and submits required Client Data Warehouse (CDW) record types by the 15th of each month (1 quarter lag time). A drug of choice record (record type 17) is completed within 60 days of the beginning date of service for clients enrolled in any of the following target populations: ASDHH, ASCDR, ASCJO, ASDSS, ASDWI, ASHMT, ASWOM, CSSAD, CSWOM, CSCJO, CSDWI, CSMAJ.	Quarterly - due the 20th of the month following the end of the quarter: 10/20; 1/20; 4/20; 7/20	APSM 70-1, CDW Reporting Requirements Manual (July 2004) and CDW Data Dictionary are on the DMH/DD/SAS website:  <a href="http://www.dhhs.state.nc.us/mhddsas/manuals/index.htm">http://www.dhhs.state.nc.us/mhddsas/manuals/index.htm</a>  Updates and changes were communicated to LMEs in DMH/DD/SAS memos 10/4/02, 4/9/03, 4/20/04, 1/20/05.
NC Treatment Outcomes and Program Performance System (NC-TOPPS) - Initial Assessments	Ward Condelli, Quality Management Team 3004 Mail Service Center Raleigh, NC 27699-3004 (919) 733-0696 Ward.Condelli@ncmail.net	LME, through providers, collects and submits initial assessment information on all consumers within specified substance abuse populations following sampling methods and reporting schedules specified in the NC-TOPPS Manual. Initial assessments are due by the last day of the month following the month the initial form is administered.	Compliance reports are produced monthly and quarterly. The quarterly reports are distributed on the first day of November, February, May, and September	Forms, instructions, and FAQs are on the NC-TOPPS website:  <a href="https://nctopps.ncdmh.net/">https://nctopps.ncdmh.net/</a>
NC Treatment Outcomes and Program Performance System (NC-TOPPS) - Update Assessments	Ward Condelli, Quality Management Team 3004 Mail Service Center Raleigh, NC 27699-3004 (919) 733-0696 Ward.Condelli@ncmail.net	LME, through providers, collects and submits update assessment information on all consumers within specified substance abuse populations following sampling methods and reporting schedules specified in the NC-TOPPS Manual. The 3-month update form shall be administered between 76 and 104 days after the initial form and shall be submitted by the last day of the month following the month it is due.	Compliance reports are produced monthly and quarterly. The quarterly reports are distributed on the first day of November, February, May, and September	Forms, instructions, and FAQs are on the NC-TOPPS website:  <a href="https://nctopps.ncdmh.net/">https://nctopps.ncdmh.net/</a>
National Core Indicators (NCI) Consents and Pre-Surveys	Maria Fernandez, Quality Management Team 3004 Mail Service Center Raleigh, NC 27699-3004 (919) 733-0696 Maria.Fernandez@ncmail.net	LME, through providers, annually submits a consent form and a pre-survey for each person selected to participate in the NCI project within the specified timeframes. All submissions are complete and submitted by the due date.	Report published annually - Third Quarter -May 20	DMH/DD/SAS-Community Policy Management Section annually sends correspondence to LMEs explaining the NCI process and what is required (e.g. database, consent forms, pre-surveys, refusal forms, and names and addresses of legal guardians/family members).

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NC Support Needs Assessment Profile (NC-SNAP)	Rodney Realon, State Operated Services Team 3006 Mail Service Center Raleigh, NC 27699-3006 (919) 855-4700 Rodney.Realon@ncmail.net	LME, through providers, collects and submits a file, by the 15th of each month, containing current assessment forms for all consumers receiving DD services	Quarterly - due the 20th of the month following the end of the quarter: 10/20; 1/20; 4/20; 7/20	NC SNAP Users Guide, version 1.2.1 (currently being updated to version 2.0, 2/1/05, to incorporate recent database revisions).  Questions regarding <u>day-to-day operations</u> should be referred to Regina Blalock at: Regina.Blalock@ncmail.net
Consumer Satisfaction Survey (CSS)	Jeannette Barham, Information Systems Team 3019 Mail Service Center Raleigh, NC 27699-3019 (919) 733-4460 Jeannette.Barham@ncmail.net	LME, through providers, administers the DHHS Client Satisfaction Survey, consistent with DHHS standards, to 10% of its active mental health and substance abuse caseload, and submits the data received by the due date.	Report published annually - Third Quarter -May 20	DMH/DD/SAS-Community Policy Management Section annually sends correspondence to LMEs providing instructions for submitting the surveys.
System of Care Report	Kelly Crowley Prevention & Early Intervention Team 3021 Mail Service Center Raleigh, NC 27699-3021 (919) 733-0696 Kelly.Crowley@ncmail.net	System of Care Report	Quarterly - due the 15th of the month following the end of the quarter: 10/15; 1/15; 4/15; 7/15	CPM Memo-5/31/07
Crisis Services	Bonnie Morell, Best Practice & Community Innovations Team 3005 Mail Service Center Raleigh, NC 27699-3005 (919) 715-2774 Bonnie.Morell@ncmail.net	Crisis Service Report	Quarterly - due the 20th of the month following the end of the quarter: 10/20; 1/20; 4/20; 7/20	MHDDSAS Memo 4/18/2007
CTSP non-UCR Activity Report	Kelly Crowley Prevention & Early Intervention Team 3021 Mail Service Center Raleigh, NC 27699-3021 (919) 733-0696 Kelly.Crowley@ncmail.net	Report describes how CTSP non-UCR funds are expended annually.	Report published annually - Fourth Quarter - August 20	Senate Bill 1005, Section 21.60